



## Augmentative and Alternative Communication

Augmentative and Alternative Communications (AAC) systems establish functional communication when natural speech methods are insufficient to achieve daily communication goals and meet communication needs.

AAC is augmentative when used to supplement existing speech and alternative when used in place of speech that is absent or not functional.

AAC has two categories:

- Unaided forms of AAC do not need an external tool. Unaided forms need some motor control.
- Aided forms of AAC need some external support and are non-technology—non-DME and technology-based products DME.
  - Non-technology products are non-electronic boards or books that have images that the person selects to send messages (picture symbols, alphabet boards, photo books).
  - Technology-based systems use hardware and software to give visual messages.

Speech-Generating Devices (SGDs) are medical equipment that provides a person with a severe speech impairment with the ability to meet his or her speaking needs. SGDs are speech aids that have devices or software that generate speech and are used by the person with a severe speech impairment.

(Source: Arizona Department of Economic Security)

### AAC Benefit

Medically necessary AACs are covered benefits and do require prior authorization. A licensed speech-language pathologist evaluation is an important part of finding an appropriate AAC for people in need.

A prior authorization request for evaluation and/or the recommended AAC is faxed to Molina per the prior authorization guidelines. The team working the prior authorization will assist in identification of in network providers or working with the network team for services provided by an out of network provider. This process will also alert our care management team who will help with care coordination and facilitate timely access to services and AAC aids. Members, healthcare decision makers/designated representatives, and providers may also directly request care management services at any time. Care management is available to all members including those age 20 or younger.

If you have any questions regarding AACs, please contact Member Services at (800) 424-5891, or, if you are a Provider you can reach out to: [MCCAZ-Provider@molinahealthcare.com](mailto:MCCAZ-Provider@molinahealthcare.com).

For additional information about Prior Authorization, please visit: [https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/az/Forms/AZ-PRV-20246-21-UM-PRV-SRF-Form-and-Guide-BO-SME-March-2022-FINAL\\_508c.pdf](https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/az/Forms/AZ-PRV-20246-21-UM-PRV-SRF-Form-and-Guide-BO-SME-March-2022-FINAL_508c.pdf)